

CLAIMS

1 1. A call management method implemented using a call routing engine, the method comprising:
2 receiving at the engine a call management request from a first device in a first telephone
3 network that the engine provide the first device with a destination label of a second device in a
4 second telephone network that is desired to be called by the first device; and
5 determining at the engine the label in response to a value associated with the second device.

1 2. The method of claim 1 further comprising:
2 reading a global dialed number plan translation table, the table containing labels of devices
3 in the first telephone network and labels of devices in the second telephone network.

1 3. The method of claim 1 further comprising:
2 maintaining a global dialed number plan translation table having an entry for each agent ID
3 in the first telephone network and the each agent ID in the second telephone network.

1 4. The method of claim 1 further comprising:

2 maintaining a global dialed number plan translation table having an entry for each
3 instrument ID in the first telephone network and the each instrument ID in the second telephone
4 network.

1 5. The method of claim 1 further comprising:

2 maintaining a global dialed number plan translation table having an entry for each device
3 target information in the first telephone network and the each device target information in the
4 second telephone network.

1 6. The method of claim 1 further comprising:

2 maintaining a global dialed number plan translation table having an entry for each
3 workgroup to which an agent belongs in the first telephone network and the each workgroup to
4 which an agent belongs in the second telephone network.

1 7. The method of claim 1 further comprising:

2 maintaining a global dialed number plan translation table having an entry for each label of
3 the device in the workstation with which an agent is associated in the first telephone network and

4 the label of the device in the workstation with which an agent is associated in the second telephone
5 network.

1 8. The method of claim 1 further comprising:

2 maintaining a global dialed number plan translation table, the table having the following
3 entries,

4 an entry for each agent ID in the first telephone network and the each agent ID in the
5 second telephone network;

6 an entry for each instrument ID in the first telephone network and the each instrument ID in
7 the second telephone network;

8 an entry for each device target information in the first telephone network and the each
9 device target information in the second telephone network;

10 an entry for each workgroup to which an agent belongs in the first telephone network and the each
11 workgroup to which an agent belongs in the second telephone network;

12 an entry for each label of the device in the workstation with which an agent is associated in
13 the first telephone network and the label of the device in the workstation with which an agent is
14 associated in the second telephone network.

1 9. The method of claim 1 further comprising:

2 updating a global configuration data of the first telephone network and the second telephone
3 network to reflect changes in either network.

1 10. The method of claim 1 further comprising:

2 receiving a log-in request;

3 updating global configuration data of the first telephone network and the second telephone

4 network in response to the log-in request.

1 11. The method as in claim 10, further comprising:

2 maintaining a global dialed number plan translation table, the table containing labels of

3 devices in the first telephone network and labels of devices in the second telephone network, the

4 updating to make the entries correspond with information supplied during the log-in request.

1 12. A method according to claim 1, further comprising:

2 determining the label as a telephone number associated with the second device.

1 13. A method according to claim 1, further comprising:

2 providing the first device as an agent system.

1 14. A method according to claim 1, further comprising:

2 providing the second device as an agent system.

1 15. A method according to claim 1, further comprising:

2 specifying by the value an agent workgroup as the second device.

1 16. A method according to claim 1, further comprising:

2 specifying by the value a voice response unit (VRU) as the second device.

1 17. A method according to claim 1, further comprising:

2 associating the second device with the value by the engine during a log-in negotiation.

1 18. A method according to claim 1, further comprising:

2 providing the value to the engine during a log-in negotiation.

1 19. A method according to claim 1, further comprising:

2 selecting the label from a plurality of destination labels of respective devices in a device

3 classification specified by the value.

1 20. A method according to claim 1, further comprising:

2 maintaining the first telephone network as a public network

1 21. A method according to claim 1, further comprising:

2 maintaining the first telephone network as a private network

1 22. A call management apparatus, comprising:

2 a call routing engine;

3 means for receiving at the engine a call management request from a first device in a first

4 telephone network that the engine provide the first device with a destination label of a second

5 device in a second telephone network that is desired to be called by the first device; and

6 means for determining at the engine the label in response to a value associated with the

7 second device.

1 23. The call management apparatus of claim 22, further comprising:

2 means for reading a global dialed number plan translation table, the table containing labels

3 of devices in the first telephone network and labels of devices in the second telephone network.

1 24. The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table having an entry for
3 each agent ID in the first telephone network and the each agent ID in the second telephone
4 network.

1 25. The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table having an entry for
3 each instrument ID in the first telephone network and the each instrument ID in the second
4 telephone network.

1 26. The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table having an entry for
3 each device target information in the first telephone network and the each device target information
4 in the second telephone network.

1 27. The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table having an entry for
3 each workgroup to which an agent belongs in the first telephone network and the each workgroup
4 to which an agent belongs in the second telephone network.

1 28. The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table having an entry for
3 each label of the device in the workstation with which an agent is associated in the first telephone
4 network and the label of the device in the workstation with which an agent is associated in the
5 second telephone network.

1 29. The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table, the table having the
3 following entries,

4 an entry for each agent ID in the first telephone network and the each agent ID in the
5 second telephone network;

6 an entry for each instrument ID in the first telephone network and the each instrument ID in
7 the second telephone network;

8 an entry for each device target information in the first telephone network and the each
9 device target information in the second telephone network;

10 an entry for each workgroup to which an agent belongs in the first telephone network and the each
11 workgroup to which an agent belongs in the second telephone network;

12 an entry for each label of the device in the workstation with which an agent is associated in
13 the first telephone network and the label of the device in the workstation with which an agent is
14 associated in the second telephone network.

1 30. The call management apparatus of claim 22, further comprising:

2 means for updating a global configuration data of the first telephone network and the
3 second telephone network to reflect changes in either network.

1 31. The call management apparatus of claim 22, further comprising:

2 means for receiving a log-in request;

3 means for updating a global configuration data of the first telephone network and the
4 second telephone network in response to the log-in request.

1 32. The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table, the table containing
3 labels of devices in the first telephone network and labels of devices in the second telephone
4 network, the updating to make the entries correspond with information supplied during the log-in
5 request.

1 33. The call management apparatus of claim 22, further comprising:

2 means for determining the label as a telephone number associated with the second device.

1 34. The call management apparatus of claim 22, further comprising:

2 means for providing the first device as an agent system.

1 35. The call management apparatus of claim 22, further comprising:

2 means for providing the second device as an agent system.

1 36. The call management apparatus of claim 22, further comprising:

2 means for specifying by the value an agent workgroup as the second device.

1 37. The call management apparatus of claim 22, further comprising:

2 means for specifying by the value a voice response unit (VRU) as the second device.

1 38. The call management apparatus of claim 22, further comprising:

2 means for associating the second device with the value by the engine during a log-in

3 negotiation.

1 39. The call management apparatus of claim 22, further comprising:

2 means for providing the value to the engine during a log-in negotiation.

1 40. The call management apparatus of claim 22, further comprising:
2 means for selecting the label from a plurality of destination labels of respective devices in a
3 device classification specified by the value.

1 41. The call management apparatus of claim 22, further comprising:
2 the first telephone network is a public network

1 42. The call management apparatus of claim 22, further comprising:
2 the first telephone network is a private network.

1 43. A call management apparatus, comprising:
2 a call routing engine;
3 a call management request, the call management request received by the engine from a first
4 device in a first telephone network that the engine provide the first device with a destination label
5 of a second device in a second telephone network that is desired to be called by the first device; and
6 a value associated with the second device, the engine determining the label in response to
7 the value.

1 44. The call management apparatus of claim 43, further comprising:
2 a global dialed number plan translation table, the table containing labels of devices in the
3 first telephone network and labels of devices in the second telephone network.

1 45. The call management apparatus of claim 43, further comprising:
2 a global dialed number plan translation table having an entry for each agent ID in the first
3 telephone network and the each agent ID in the second telephone network.

1 46. The call management apparatus of claim 43, further comprising:
2 a global dialed number plan translation table having an entry for each instrument ID in the
3 first telephone network and the each instrument ID in the second telephone network.

1 47. The call management apparatus of claim 43, further comprising:
2 a global dialed number plan translation table having an entry for each device target
3 information in the first telephone network and the each device target information in the second
4 telephone network.

1 48. The call management apparatus of claim 43, further comprising:

2 a global dialed number plan translation table having an entry for each workgroup to which
3 an agent belongs in the first telephone network and the each workgroup to which an agent belongs
4 in the second telephone network.

1 49. The call management apparatus of claim 43, further comprising:

2 a global dialed number plan translation table having an entry for each label of the device in
3 the workstation with which an agent is associated in the first telephone network and the label of the
4 device in the workstation with which an agent is associated in the second telephone network.

1 50. The call management apparatus of claim 43, further comprising:

2 a global dialed number plan translation table, the table having the following entries,
3 an entry for each agent ID in the first telephone network and the each agent ID in the
4 second telephone network;
5 an entry for each instrument ID in the first telephone network and the each instrument ID in
6 the second telephone network;
7 an entry for each device target information in the first telephone network and the each
8 device target information in the second telephone network;
9 an entry for each workgroup to which an agent belongs in the first telephone network and the each
10 workgroup to which an agent belongs in the second telephone network;

11 an entry for each label of the device in the workstation with which an agent is associated in
12 the first telephone network and the label of the device in the workstation with which an agent is
13 associated in the second telephone network.

1 51. The call management apparatus of claim 43, further comprising:
2 a global configuration data of the first telephone network and the second telephone network
3 to reflect changes in either network.

1 52. The call management apparatus of claim 43, further comprising:
2 a log-in request;
3 global configuration data updated in response to the log-in request, the global configuration
4 data including information of the first telephone network and the second telephone network.

1 53. The call management apparatus of claim 52, further comprising:
2 a global dialed number plan translation table, the table containing labels of devices in the
3 first telephone network and labels of devices in the second telephone network, the updating to
4 make the entries correspond with information supplied during the log-in request.

1 54. The call management apparatus of claim 43, further comprising:

2 label determined as a telephone number associated with the second device.

1 55. The call management apparatus of claim 43, further comprising:

2 the first device is an agent system.

1 56. The call management apparatus of claim 43, further comprising:

2 the second device is an agent system.

1 57. The call management apparatus of claim 43, further comprising:

2 value specifies an agent workgroup as the second device.

1 58. The call management apparatus of claim 43, further comprising:

2 the value specifies a voice response unit (VRU) as the second device.

1 59. The call management apparatus of claim 43, further comprising:

2 the second device is associated with the value by the engine during a log-in negotiation.

1 60. The call management apparatus of claim 43, further comprising:
2 the value is provided to the engine during a log-in negotiation.

1 61. The call management apparatus of claim 43, further comprising:
2 the label is selected from a plurality of destination labels of respective devices in a device
3 classification specified by the value.

1 62. The call management apparatus of claim 43, further comprising:
2 the first telephone network is a public network

1 63. The call management apparatus of claim 43, further comprising:
2 the first telephone network is a private network.

1 64. A computer readable media, comprising:
2 said computer readable media having instructions written thereon for execution on a
3 processor for the practice of the method of claim 1.

- 1 65. Electromagnetic signals propagating on a computer network, comprising:
- 2 said electromagnetic signals carrying instructions for execution on a processor for
- 3 the practice of the method of claim 1.